



James C. DiPaula, Jr.
Secretary



Robert L. Ehrlich, Jr.
Governor



Michael S. Steele
Lt. Governor

State of Maryland CIO Overview

September 29, 2004

Ellis Kitchen
Chief Information Officer



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Five Pillars

The business drivers of the Ehrlich-Steele Administration:

- Fiscal Responsibility
- Education
- Health and the Environment
- Public Safety and Safer Neighborhoods
- Commerce



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Information Technology Goals in Support of These Drivers

- To use technology to improve the efficiency, quality and effective delivery of service to citizens
- To consolidate technology and collaborate information to increase the effectiveness of agency operations
- To implement appropriate security systems and procedures to make this happen



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Information Technology Seven Strategic Initiatives

1. Establishment of technical standards and enterprise architecture
 - **WHY** - Establish secure standards
 - **WHAT** - Establishing a technical reference model and provide standards
 - **HOW** - Conducting statewide analysis and establish architecture governance model to facilitate the introduction of standards to agencies
 - **OUTCOME** - Alignment and integration of IT standards with the technical infrastructure



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2. Development of professional project management
 - **WHY** - IT project successes are attributable to sound project management
 - **WHAT** - certified Project Managers through formal training reinforced by mentoring from the current IT Project Management staff
 - **HOW** - Specific investment could be made to accelerate building a Project Management Center of Excellence
 - **OUTCOME** – Successful IT projects



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3. Development of wireless multi-jurisdictional interoperability
 - **WHY** - Communication across jurisdictions is critical
 - **WHAT** - Develop and implement common wireless interoperability standards
 - **HOW** - Inventory current resources and leverage existing resources and initiatives
 - **OUTCOME** – Improved communications between local, state, and federal agencies during events that threaten public safety



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4. Continued build of & migration to networkMaryland
 - **WHY** - To enable recovery efforts in an IT emergency and to provide infrastructure for monitoring and correcting security problems
 - **WHAT** - Continued build-out of networkMaryland & microwave networks reaching many corners of the State
 - **HOW** - Switching network services to networkMaryland
 - **OUTCOME** - Robust protected infrastructure



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5. Consolidation of common information platforms such as email and time reporting
 - **WHY** – Current environment is both inefficient and not secure
 - **WHAT** - Select a statewide standard
 - **HOW** - A consolidation strategy can be developed consistent with the enterprise architecture
 - **OUTCOME** - Interagency directory will be in place, anticipate cost savings for the State for licensing and server costs



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6. Consolidation & standardization of agency web sites
 - **WHY** - Branding is done primarily at the agency, rather than State, level-moving among agency sites can be confusing and complicated
 - **WHAT** - Establish standards for web design
 - **HOW** - OIT will establish & distribute standards and guidelines through early 2005
 - **OUTCOME** - Provide citizen convenience by making it easier to link agency services with a single transaction



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7. Simplify and broaden options for IT procurement
 - **WHY** – IT Procurement is complex and lengthy
 - **WHAT** - Compress the time line for IT procurements
 - **HOW** - Development of technical specifications for RFPs, establishment of a catalog approach for products (not services) which meet the standards defined in the enterprise architecture and trial reverse auctions to procure hardware and software
 - **OUTCOME** - Simplified procurement, better value for the State and substantially improved project success



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State Information Technology Security Program

The State IT Security Program supports these initiatives by:

- Providing a foundation for IT security
- Supporting continuity of government
- Enabling the protection of the confidentiality of non-public government, commercial & personal information
- Enabling the protection of the integrity of State data and IT systems
- Providing availability of IT resources to support operation of critical business functions



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Questions?